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# *The Procurement Communiqué*

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August 2001

OCF-PRO/201

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## *Editorial Note:*

*Hello again everyone. We haven't issued a "Communiqué" recently, but as the saying goes, "It's nice to get away, but it's good to be back!"*

*Since our last issue, Procurement has undergone some sweeping changes. One of the major accomplishments has been the implementation of the PARIS System. We are (and probably will continue to be) in a constant state of upgrading and ironing out wrinkles that occasionally find their way into the mix. We have persevered through the year dealing with turbulence in our work force and learning how to operate in a more automated environment that has completely changed our way of doing things, and have come out on the other side.*

*This issue of the Communiqué will share the results of the Customer Survey in which many of you participated. Future issues will provide other information that we hope will serve to improve communication between Procurement and you, our Customers.*

*Finally, I am proud to say that we have an organization of professionals who have proven that they can meet the most difficult challenges with success. They diligently process your requirements, on a daily basis, while evolving into a workforce adept at automated systems. The future promises continued change, but I am confident that we can meet the challenges ahead...together.*

**Dennis**

## **P**rocurement Looks at FY 2001 Customer Survey Responses

### *Managers Message*

*First, let us express our thanks to all of those who submitted a response to the Procurement FY 2001 Customer survey. We know that you are all very busy, particularly at this time of year, and the LAST on your mind would be filling out yet another questionnaire – we appreciate your taking the time.*

*We believe we had a very good (volume) and quick response, and collected well over 200 replies in a week's time. For the most part we are pleased with the content of the survey responses, but we can always do better and will strive to do so.*

*We'd like to particularly thank those who included comments with their survey. For those who requested one, a response to your question or concern will be forthcoming. For those who did not request a response we will utilize your comments to improve our processes and systems whenever possible, and will attempt to reply to all of them throughout the year.*

*Many of the comments will be used as the basis for various instructional activities planned for the near-term. Some of the more interesting comments are included at the end of this Communiqué.*

*Again, thanks to all our Customers*

**Dennis Bugielski**  
Procurement Manager  
ANL-E

**Greg Wray**  
Procurement Manager  
ANL-W

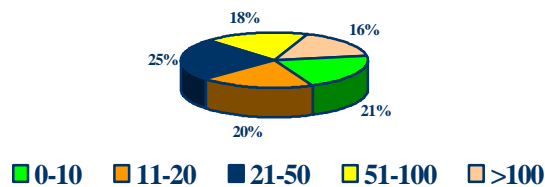
# Demographics of Respondents

## *Who, What, Where and When?*

The first topic we would like to address is the “make-up” of the respondents to the survey. Overall, the split across the 5 brackets of “frequency of use” of the Procurement Department’s services was relatively even, with 16% the low (1-10 times per year), and 25% the high (21-50 times per year). Approximately 60% of the people responding represent customers that utilize Procurement a minimum of every other week. We believe this provides a strong basis for interpreting the results of this survey as an accurate indicator of where/how we stand from our Customer’s point of view.

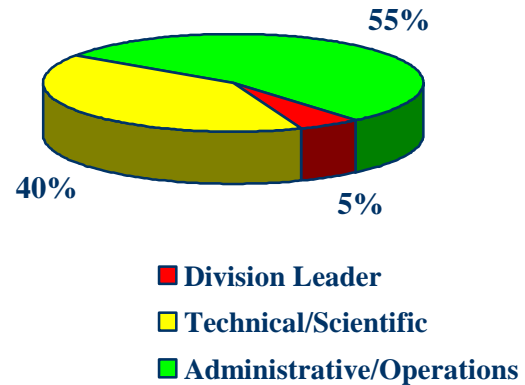
Following is the breakdown of the data that was measured:

**Frequency of Procurement Requirements**



From a position classification/function standpoint we again believe that we received an excellent cross-section of responses. 55% of the responses were from the administrative/operations users that interface with us on a regular basis, and we were extremely happy to hear from the other 45% percent made up of technical/scientific Customers as well as division leaders.

**Position Classification/Function**

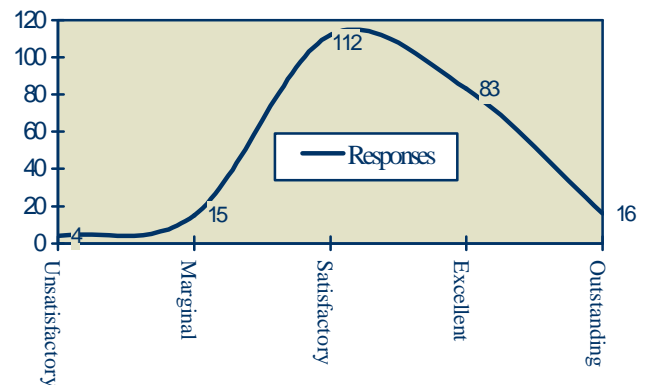


## Survey Responses

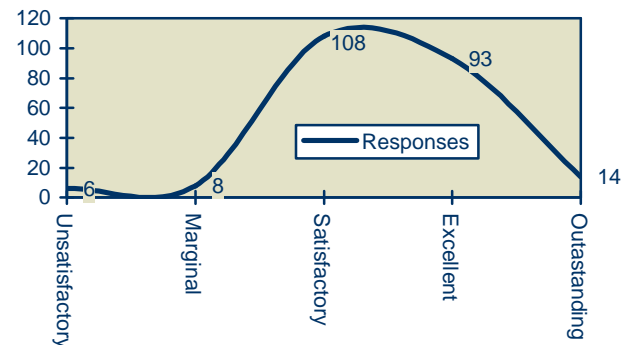


### Question No. 1 *"Timeliness of Support"*

*Q. How would you rate the overall timeliness of support in awarding requisitions sent to Procurement?*



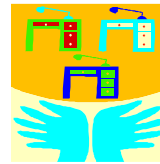
91.7% of the survey respondents indicated that Procurement's timeliness of support was satisfactory (or better), with 43% in the excellent/outstanding brackets. While it is obvious we need to address the concerns of the 8% in the marginal/unsatisfactory brackets, we also feel that we need to strive to change many of the "satisfactory" responses to "excellent" or "outstanding" in the future.



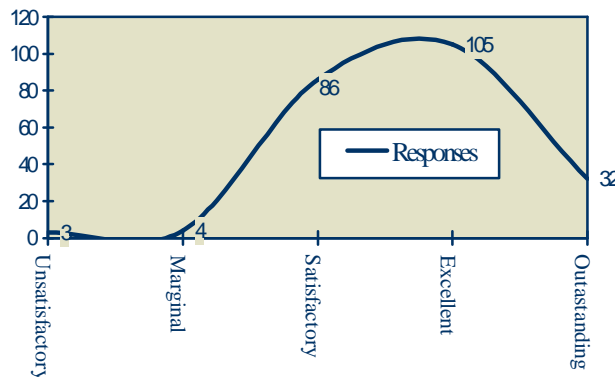
### **Question No. 2**

#### ***"Professionalism Of Procurement Personnel"***

*Q. How would you grade the professionalism of Procurement personnel handling your requirements?*



93.9% of the survey respondents indicated that the quality of Procurement support was "satisfactory" (or better), with 43% in the "excellent"/"outstanding" brackets. We still have to reach and work with the 6% that feel we are not providing adequate support.



We are extremely gratified that 60% of the survey respondents indicated the professionalism of Procurement personnel as "excellent" or "outstanding", with a 97% overall satisfaction ratio.

### **Question No. 3**

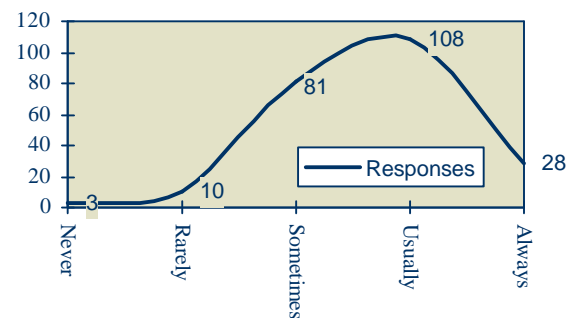
#### ***"Quality of Acquisition Support"***

*Q. From your point of view, how would you classify the quality of acquisition support received at ANL?*

### **Question No. 4**

#### ***"Effective Communication"***

*Q. Did Procurement systems and personnel effectively communicate the status of your requirements to you?*



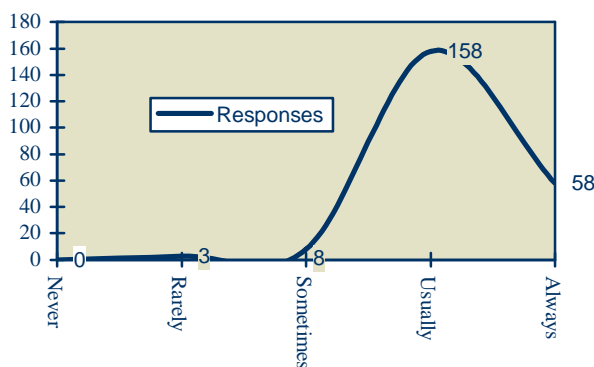
We are encouraged that only 5% of those responding indicated that Procurement did not communicate the status of their requirements to them. While the automatic e-mail notification messages have helped, we need to work harder on the 35% who indicated "sometimes".



### **Question No. 5** ***"Supplier Performance"***



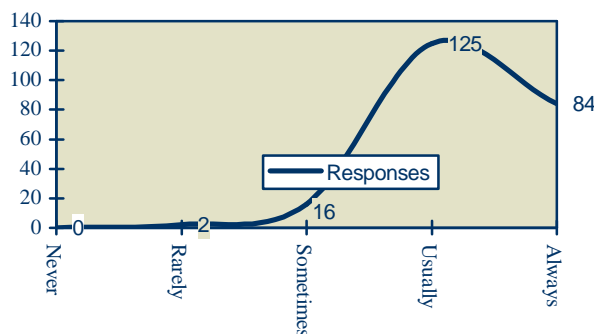
***Q. In your opinion, did the supplier provide your requirement as they agreed to in the official purchase documents?***



By dealing with responsible/reliable suppliers we have been able to identify those suppliers that are responsive to our user's requirements, while still allowing us to reach or exceed our goals of supporting small, small disadvantaged, woman-owned small, and/or HUBZone suppliers.

### **Question No. 6** ***"Procurement Supportive of the Mission"***

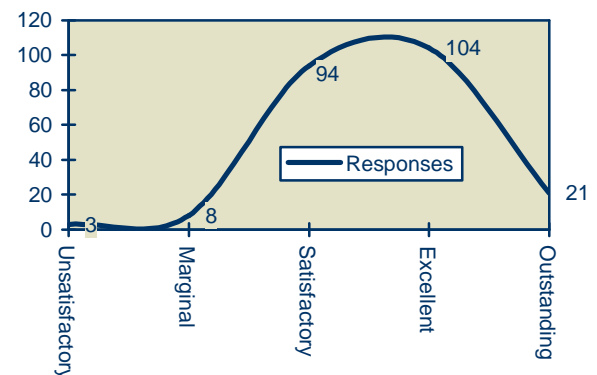
***Q. Were Procurement personnel supportive of your organization's goals, missions, and initiatives?***



Historically, Procurement has not always been viewed as the service organization that it is. Over the past decade Procurement has worked diligently to overcome this perception by providing the best Procurement support possible. A resounding 92.1% of the respondents indicated that they were satisfied that Procurement was "usually" or "always" supportive of their organization's goals, missions, and initiatives; while another 7.0% felt that we were at least "sometimes" supportive. This was the best response we have received since the Customer Survey process was initiated in FY 1996. We need to find those 2 people we haven't reached yet!

### **Question No. 7** ***"Procurement's Overall Rating"***

***Q. Overall, how would you rate the performance of ANL Procurement?***



Overall, we are pleased that over 95% of our Customers are satisfied with the performance of the Procurement Department. While we know that it is impossible to please "all of the people all of the time", we will continue to try to utilize a methodology of process review and continual improvement to maximize this measurement of overall Customer satisfaction.



# Comments from the FY2001 Procurement Customer Survey

## --THE GOOD!



*"...Your crew is great. They helped me get through a multi-million dollar contract and kept me out of trouble too!!!! In addition the day to day dealings with them is always a pleasure."*

*"...I believe this system works more smoothly and anyone I have dealt with from Procurement has been very helpful. I honestly have no problems with the way things are done now. If it works, don't fix it!"*

*"...No complaints. I have had great cooperation from Procurement and it makes my jobs so much better/easier knowing I can count on them to cut my POs in an accurate and timely manner."*

*"...As a secretary who inputs requisitions, I previously did not receive e-mail notification of the status of requisitions after I sent them off – now I do, and I think that's great."*



## --THE (NOT SO) BAD!



*"...The Paris system is faster than paper reqs. The only problem we have is with software. We have run into problems more than once with communication there."*

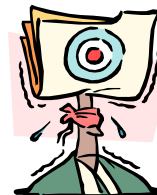
*"...I'd really like to have an easier way to find old requisitions and all of the pertinent info on them (part number, price, vendor, etc) and then be able to print that information out. Ideally, I'd like to be able to retrieve and print out an old requisition. On the whole, I've been pretty pleased with the support from Procurement. It seems to me that service has been improved in the past year and I've found all of the buyers to be responsive and helpful"*

*"...Now that the system is more computerized, POs are being awarded much faster. The PARIS system is clumsy and difficult to work with whenever I need to check up on the status of an order through Citrix. I wish it were possible to streamline the process of sending back defective items without requiring typing up a shipping order, etc. etc. Can purchasing make it so they push a button and the shipping order and documentation are automatically generated."*

*"...We have had no issues with Procurement."*

*"...Additional user training would be appreciated to fully understand the PARIS application."*

## --THE UGLY!!!



*"...THE ARGONNE PROCUREMENT DIVISION IS PROBABLY ONE OF THE WORST ORGANIZATIONS HERE AT THE LAB."*

*"...I was very dissatisfied with ANL Procurement."*